



Tribal Insurance Processing System

Date of Notice: March 10, 2013

Subject: TIPS Monthly Billing Issue Update - Resolved

Customer(s) Affected: TIPS

Dear Customer:

The National Finance Center (NFC) is sending this notification as a follow-up to a notice issued Wednesday, March 6, 2013, advising that due to a technical issue the TIPS March 1, 2013, bill had not generated successfully.

The technical issue has been resolved and the March 1, 2013, final billing has successfully generated. All transactions processed in TIPS from 2/1/2013 through 2/28/2013 are reflected in this billing cycle.

Tribal Benefits Officers (TBO) with *billing or technical inquiries* are asked to call NFC's Contact Center at 1-855-632-4468 (Option 6), 6:00 a.m. – 6:00 p.m. CST, Monday through Friday (excluding Federal holidays); or via email to NFCcontactcenter@nfc.usda.gov; or by submitting an incident request via the Remedy Requester Console.

Assistance with *security related inquiries* is available 24 hours per day, 7 days per week by contacting NFC's Operations and Security Center (OSC) at **1-800-767-9641, 1-504-426-6435**, or via email to osc.etix@nfc.usda.gov.

jkc